

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

For Commission Use Only:

Case: 08-0521

ORIGINAL

Regarding a complaint by (Person making the complaint): Henry D. Graham Sr.

Against (Utility name): Santana Energy

As to (Reason for complaint) Switched service without consent.

in Chicago Illinois.

ILLINOIS
COMMERCE COMMISSION
2008 SEP -4 1 P 1:27
CHIEF CLERK'S OFFICE

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 8608 S. Prairie Ave., Chicago, IL 60619

The service address that I am complaining about is Same

My home telephone is [773] 846-1839

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [312] 296-2864

My e-mail address is HenryGraham63@yahoo I will accept documents by electronic means (e-mail) ☐ Yes ☒ No

(Full name of utility company) Santana Energy Services (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

83-IL.Adm. Part 200.350
Section 200.350- Reasonable attempts to Resolve Differences
Required. Reasonable attempts have Failed.

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint? ☒ Yes ☐ No

Has your complaint filed with that office been closed? ☐ Yes ☒ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

See attached.

Please clearly state what you want the Commission to do in this case:

Clear the unauthorized charges with Santana Energy &
clear my credit history of these charges.

NOTICE: If personal information (such as a social security number or a bank account number) is contained in this complaint form or provided later in this proceeding, you should submit both a public copy **and** a confidential copy of the document. Any personal information contained in the public copy should be obscured or removed from the document prior to its submission to the Chief Clerk's office. Any personal information contained in the confidential copy should remain legible. If personal information is provided in your public copy, be advised that it will be available on the internet through the Commission's e-Docket website. The confidential copy of any filing you make, however, will only be available to Commission employees. If you file both a public and confidential version of a document, clearly mark them as such.

Today's Date: _____ Complainant's Signature: _____
(Month, day, year)

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

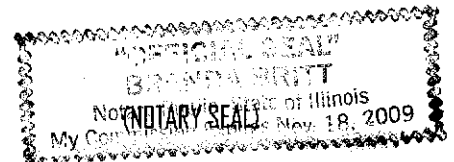
A notary public must witness the completion of this part of the form.

I, Henry D. Graham Sr., Complainant, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

Henry D. Graham Sr.
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 09-02-2008

Brandon Britt
Signature, Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing.

COMPLAINT STATEMENT

Henry D. Graham Sr.

Vs.

Santana Energy Service

1. On February 18, 2008, I received a bill from Peoples Gas with a suppliers' charge of \$202.21 at which time I became aware that my natural gas supplier had been switched to Santana Energy Service.
2. Upon receipt of this knowledge, I called Santana Energy Service and learned that my natural gas supplier had been fraudulently switched over. I immediately informed the customer service agent that I'd never authorized my service to be switched and wanted to discontinue my service. The agent informed me that we were well into the next billing cycle and that I'd receive another bill, which came to the amount of \$318.28.
3. To just bring conclusion to this issue, I offered to pay half of the amount requested for the first month (\$101.11) but they refused to accept that offer at which point I became adamant about the fact that I hadn't authorized the switch over in the first place.
4. The agent informed me of the procedures to dispute these charges and this switch over. I have complied with everything asked of me, but continue to receive collection letters, one as recently as 8/12/2008 and I've recent learned that this has affected my credit score.